



Task		Coronavirus (COVID-19)			Assessment No.	RA01			Date	20/05/2020	Review Date	Continual		
Site		Sales,Aftersales,Fuel Station,Office,Valet Bay			Assessed By	Elliston Millar			Signed by					
Hazard	Specific Risk	Who is at risk	Assessment Pre-Controls			Control Measures in place	Assessment Post Controls							
			S	L	RR		S	L	RR					
Operating during Coronavirus Pandemic	Employees, Customers, Visitors, Sub Contractors exposure to Coronavirus	Employees, Third-parties, Members of the public, Members	5	4	20	<ul style="list-style-type: none"> • Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place. • All employees to remain more than 2m apart from other people at all times. • Maximum number of public in showroom at any one time is 4. This ideally to be two sets of 2 members from each family. This may not be possible at certain times and will be monitored. • No public to enter office, workshop, valet bay. • Where staff teamwork is required, teams do not work in groups larger than 2 - whilst always maintaining social distance of 2m at all times. • Works planned to ensure that social distance of 2m can be maintained at all times. • Basic hygiene followed (thoroughly wash hands before eating, drinking, smoking with soap and water). • Alcohol Hand wipes & / or sanitising gel provided for staff and customers as additional protection • If car test drives to be carried out they will be lone test drive by the customer (after evidence of required documentaion and approval) vehicle will be sanitised by our staff pre & post test drive. • Gloves to be worn at all times when working to reduce cross contamination of tools & equipment • All employees briefed to wash hands thoroughly when gloves are removed. • Compliance team monitor government directives & then review this assessment where required following introductions of other required control measures. • Unaccompanied test drives will be allowed and vehicles will be pre & post cleaned by our staff • Part Exchange cars that require inspection and test drive by our staff will be have the interior cleaned by our staff who will also be required to wear gloves. • We are unable to handover the vehicle by way of sitting in the vehicle with customers to show and explain the controls 	5	2	10					



<p>Contact with customers or clients</p>	<p>Risk of infection being passed from contacts or with contaminated premises and equipment.</p>	<p>Employees, Third-parties, Members of the public, Clients</p>	5	4	20	<ul style="list-style-type: none"> • Workforce instructed to maintain the advised 2m separation from contacts at all times, wherever possible. If entry to premises is required they are instructed to ask whether anyone has been diagnosed with COVID-19 or has been required to self-isolate, and act accordingly. • Workforce instructed to avoid contacts who are coughing, show signs of difficulty in breathing or sweating/fever. If this occurs they are empowered to leave the premises. • Workforce instructed to clean their hands frequently, using an alcohol-based hand sanitiser that contains at least 60-95% alcohol, or to wash their hands with soap and water for at least 20 seconds. • Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean. • Workforce instructed that physical contact with clients, such as handshakes, hugs, etc are not to be undertaken. • Workforce instructed that where any client contact may have been made or surfaces touched or handled they must sanitise their hands before getting back into their vehicle. • Where the premises visited is a food or drink business workforce instructed that they must observe the strict on-site hygiene controls. Unaccompanied test drives will be allowed and vehicles will be pre & post cleaned by our staff • Part Exchange cars that require inspection and test drive by our staff will be have the interior cleaned by our staff who will also be required to wear gloves. • We are unable to handover the vehicle by way of sitting in the vehicle with customers to show and explain the controls • Customers checking on for our Aftersales department (Workshop & Parts) will be greeted by our workshop reception outside the reception office. A 6ft trestle table will separate our staff and customers. This operation will be in force whatever the weather. If a customer needs to gain access to the workshop/parts reception area then full social distancing and a 1 person at a time rule will be in force. • Fuel kiosk to have a permanent glass screen that completely separates our staff from the public. PDQ machine to be on customer side of screen. Cash payments will be acceptable as long as disposable gloves are worn. We will operate a 1 person in/ out at a time in fuel kiosk area. • Unaccompanied test drives will be allowed and vehicles will be pre & post cleaned by our staff • Smoking at the premises is now banned. If any staff or public have to smoke they must remove themselves from the premises as smoke at their appropriate break times and do so at their own risk. The same applies to vaping. • We will NOT be offering refreshments to our customers and the coffee machine will be switched off 	5	2	10
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Failure to follow Government policies	Will lead to the spread of coronavirus infection among our workforce and anyone they come into contact with.	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> The Government's COVID Act and associated Regulations and Orders have set a framework to prevent the spread of the virus. We have developed procedures and arrangements to work within those rules and guidance. Our arrangements and procedures are reviewed daily in the light of additional government guidance as published at gov.uk/coronavirus We continue to operate because the service we provide falls into the Government's category of essential activities. None of our mobile workforce are in the vulnerable or at-risk categories. Where we are aware of this to any of our employees they will be working at home if that is possible, if it not they will be furloughed. Staff with family members in at risk categories or believe their circumstances to have changed have been instructed to inform their management team without delay. Decisions on home working or furlough in accordance with Government policy are taken on a case by case basis. 	5	2	10					
Uninformed workforce	Uninformed staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place. NHS and Public Health warning posters displayed at all our fixed workplaces and printed copies given to mobile workers. We have shared with our customers, by email and or phone, and published information on our website www.pwmillar.co.uk the arrangements we have in place and how we would expect them to cooperate with our staff at their premises. 	5	2	10					



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Travel and vehicles	Risk of the spread of infection from vehicles and during travel.	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Public transport into work will only be used where absolutely essential. Workers instructed on avoiding contact with surfaces, distancing and hand washing as per Government policies. Workers who use their own vehicles have been advised to ensure that surfaces and controls are routinely sanitised. Where company vehicles are used they will be restricted to a single driver and will not be shared where possible. Drivers have been issued with sanitisers and are required to routinely sanitise surfaces and controls throughout the working day. No passengers are to be carried in any vehicle being used for business purposes. If a second worker is required for any part of the work activity they will travel separately where possible. 	5	2	10					
Personal hygiene	Inadequate personal hygiene standards pose a risk of contracting the infection and cross contaminating and surfaces	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Where on site washing facilities are not available, use hand sanitizer gels or anti-bac/anti-virus wipes. Workforce instructed to clean their hands frequently, using a hand sanitiser containing at least 60% alcohol, or to wash their hands with soap and water for at least 20 seconds. Sanitiser has been provided. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean. Workforce instructed that a disposable tissue, should be used when coughing and or sneezing then put into bag and binned or pocketed until that procedure can be followed. Workforce instructed that any potentially contaminated clothing and or personal protective equipment should be taken off and placed in a suitable plastic bag or container for appropriate action. Smoking at the premises is now banned. If any staff or public have to smoke they must remove themselves from the premises as smoke at their appropriate break times and do so at their own risk. The same applies to vaping. 	5	2	10					



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Food and drink	Potential for cross-infection at client premises and take away outlets.	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Workforce instructed to politely refrain from consuming beverages and food products that are offered by clients, due to the risks associated with cross contamination. Workforce encouraged to prepare food and drink at home and carry it with them through the working day so that they can take rest breaks from driving and at meal times so avoiding the need to visit take away outlets and potential exposure to infection. We will NOT be offering food/drink refreshments to our customers and the coffee machine will be switched off 	5	2	10					
Personal Protective Equipment	Contact with potentially cross contaminated PPE may transmit infection	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Where personal protective equipment is offered for use by a customer or client it must be politely declined and only the equipment we have provided is to be used. Personal protective equipment is required to remain PERSONAL to person to whom it was issued. Workers instructed not to borrow from colleagues. Where personal protective equipment is required in the course of work it has been provided. Workers instructed that it must be used when required. If it may have become contaminated it must be bagged and the contamination notified to management. 	5	2	10					
Telephone and IT equipment	Contact with potentially cross contaminated equipment may transmit infection	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Workers instructed not to use customer or client computers, accessories and telephones during any site visit. Workers instructed to ensure that all IT equipment, mobile phones, that may be used on client or customer premises are cleaned/disinfected on a regular basis using the cleaning wipes and sanitisers that have been provided. Workers instructed to refrain from sharing their work mobile phone with other people. If they use personal phones they are advised to follow this rule. 	5	2	10					



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Smoking	Inhalation of tobacco smoke and or vapours from e-cigarettes may make smokers vulnerable to coronavirus infection	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Smoking at the premises is now banned. If any staff or public have to smoke they must remove themselves from the premises as smoke at their appropriate break times and do so at their own risk. The same applies to vaping. 	5	2	10							
Shared use of machinery or equipment	Contact with potentially cross contaminated equipment may transmit infection	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Washing shared machinery after use with anti-virus wipes or soap and water after use. Gloves to be worn during use. Cars that are going for test drive by the public must be sanitised pre & post the test drive customers cars that have to be test driven for valuation and appraisal reasons must be sanitised pre & post test drive. 	5	2	10							
Working on sites with confirmed cases	Potential for cross-infection at client premises	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> We will not be operating or attending any sites with confirmed Covid19 cases but the information below is guidelines and for advice. Ensure we follow the latest Public Health England (PHE) advice and where possible we will NOT attend the infected site unless deemed safe under guidelines from Public Health England. We will NOT enter any exclusion zones - Sites with confirmed cases of coronavirus we will follow advice from PHE and MUST follow all restrictions that are introduced on an individual site. We will NOT enter any contaminated buildings. Use client buildings only where necessary and ensure all operatives wash hands when leaving any building. Follow all on site control measures in place at all times. 	5	2	10							



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Site Meetings – in groups	Potential for cross-infection and reduction of social distancing	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> There will not be no meetings in large groups. All non-essential meetings either postponed or completed via other means. Use of web meetings such as Microsoft Team to complete meetings where required Depots managed to avoid groups of gardeners congregating. Stagger start times to minimise business risk and reduce risk of cross team contamination. 	5	2	10					
Infection at depot	Potential for cross-infection	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> All equipment regularly cleaned and disinfected. All employees to wash their hands thoroughly before using any kitchen facility, or before making tea / coffee. Signage in place to remind correct technique. If contamination confirmed, the Company Business Continuity Plan will be activated. Alternative office / depot management procedures will be followed. Ensure all actions from Public Health UK are completed. Full deep clean will take place prior to site being brought back into use within the business. 	5	1	5					
Contact with Vulnerable People	Potential for cross-infection	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Avoid contact with any vulnerable people i.e. people over 70 & people with other ailments e.g. Heart issues, chronic lung disease, diabetics etc. are most at risk from serious consequences of exposure. All employees are briefed and aware of potential consequences with exposure. Any employee's with signs of symptoms of coronavirus must not attend work and self-isolate and follow advice given by health care professionals. All works planned to ensure works are not completed near vulnerable groups. 	5	2	10					
Employees within vulnerable groups	Employees exposure to Coronavirus	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Any employees within vulnerable groups are to remain at home for 12 weeks or as directed by government advise. 	5	1	5					





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General Risk Assessment





Hazard Severity & Likelihood		Severity (S) X Likelihood (L) = Risk Rating (RR)	No Action Re-quired			Monitor Task			Action Required				Urgent Action Re-quired Stop work				
Severity	Likelihood		1	2	3	4	5	6	8	9	10	12	15	16	20	25	
1. Negligible – No Injury	1. Very Unlikely (1 in 10000)																
2. Slight – Minor Injury	2. Unlikely (1 in 1000)																
3. Moderate – Lost time Injury	3. Fairly Likely (1 in 100)																
4. High – More than 3 days injury	4. Likely (1 in 10)																
5. Very High – Death	5. Very Likely (1 in 1 – Almost certain)																

PPE Requirements						Additional Equipment / Training
Safety Boots (BS EN397)	Gloves (BS EN388)					Awareness & symptoms of coronavirus via business briefs Alcohol based Hand Wipes or gel provided The importance of hand washing and good personal hygiene, therefore, cannot be overemphasised.
						



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General Risk Assessment

